

# Division Of Long Term Care Residents Protection



## Promoting the Quality of Care of People Living in Long Term Care Facilities

### **ISSUE STATEMENT:**

One of the responsibilities of the Division of Long Term Care Residents Protection is to promote the quality of care of people living in long term care facilities. The Division carries out this mission in part by: 1) ensuring facilities' compliance with applicable State and Federal licensing and certification laws and regulations; and 2) providing training to long term care facility employees.

### **GOALS:**

- ◆ Ensure that facilities are in compliance with applicable State and Federal licensing/certification laws and regulations
- ◆ Provide training to Division staff, providers of long term care services and their employees

### **KEY OBJECTIVES:**

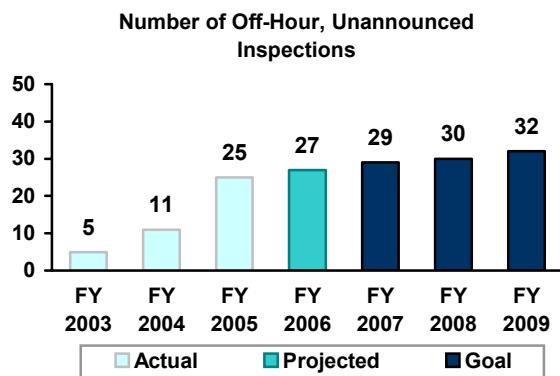
- ◆ To increase the number of off-hour, unannounced surveys in nursing facilities from 5 in FY 2003 to 32 in FY 2009
- ◆ To increase the number of training sessions conducted for providers from 47 in FY 2003 to 72 in FY 2009

### **STRATEGIC INITIATIVES / ACTIVITIES:**

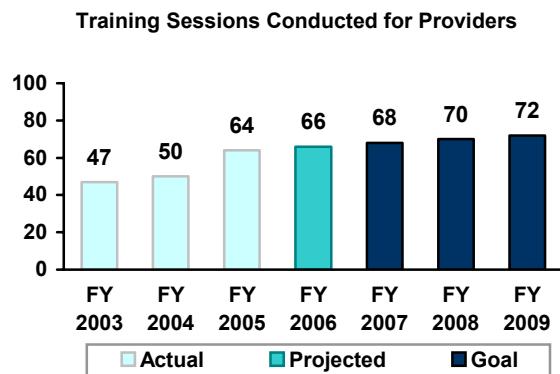
- ◆ License facilities and services on an annual basis and conduct a variety of unannounced inspections, including annual, complaint-driven, and off-hours inspections, including weekend, evening and early morning inspections, to determine compliance with Federal and State laws and regulations
- ◆ Provide training for Division staff, providers of long term care services, other agencies, residents, and families on applicable statutes, as well as provide other educational workshops, to include innovative approaches to promoting residents' quality of care and quality of life

## PERFORMANCE MEASURES:

- ◆ Number of off-hour, unannounced inspections



- ◆ Number of training sessions conducted for providers



## MONITORING / EVALUATION PLANS:

- ◆ Maintain and analyze data on the number of off-hour, unannounced inspections
- ◆ Maintain and analyze data on the number of training sessions conducted for providers

*Program Manager: Carol Ellis, 577-6661*

## DIVISION OF LONG TERM CARE RESIDENTS PROTECTION



### Promoting the Safety and Security of People Living in Long Term Care Facilities

#### **ISSUE STATEMENT:**

One of the responsibilities of the Division of Long Term Care Residents Protection is to promote the safety and security of people living in long term care facilities. The Division carries out this mission in part by: 1) conducting investigations into alleged crimes of abuse, neglect, mistreatment or financial exploitation against long term care residents; and 2) implementing the State Criminal Background Checks/Mandatory Drug Testing and Adult Abuse Registry laws.

#### **GOALS:**

- ◆ Ensure that residents are free from abuse, neglect, mistreatment and financial exploitation
- ◆ Ensure that potential employees in long term care settings have received the required State and Federal criminal background checks

#### **KEY OBJECTIVES:**

- ◆ To decrease the average number of days to complete abuse, neglect and financial exploitation investigations from 39 days in FY 2003 to 32 days in FY 2009
- ◆ To decrease the number of days in completing State and Federal criminal background checks from 33 days in FY 2003 to 13 days in FY 2009

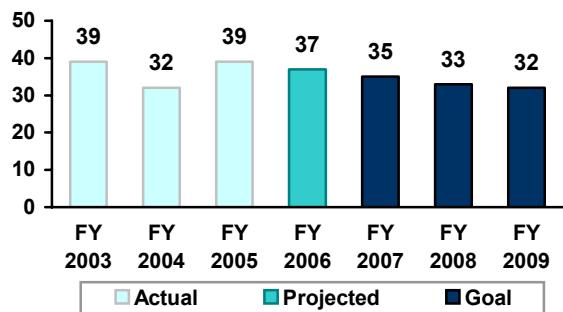
#### **STRATEGIC INITIATIVES / ACTIVITIES:**

- ◆ Receive and investigate complaints of abuse, neglect, mistreatment and financial exploitation and other concerns that may adversely affect residents' health, safety, welfare or rights, including alleged violations of federal and state laws and regulations
- ◆ Provide for systematic and timely notification, coordinated investigation, and referral of substantiated abuse, neglect, mistreatment and financial exploitation complaints to the appropriate law enforcement agencies and the Attorney General's Office
- ◆ Ensure compliance with the Criminal Background Check/Mandatory Drug Testing law
- ◆ Publicize a 24-hour statewide toll-free hotline to receive reports of abuse and neglect complaints

## PERFORMANCE MEASURES:

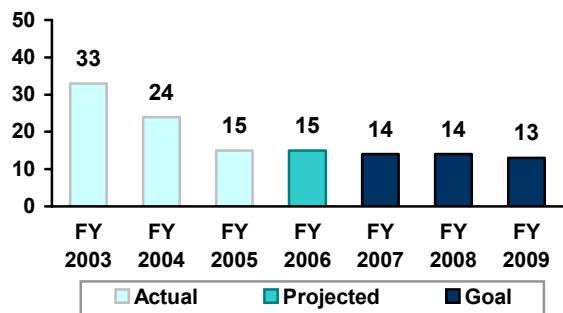
- ◆ Days to complete investigations

Investigation Completion Days



- ◆ Days to complete criminal background checks

Criminal Background Check Completion Days



## MONITORING / EVALUATION PLANS:

- ◆ Maintain and analyze data on the length of time between the start and completion of investigations
- ◆ Maintain and analyze data on the length of time between the date that a criminal background check request is assigned and the date that the check is completed

Program Manager: Carol Ellis, 577-6661